



September 14, 2005

Dear Service Company:

4356923 and 4390913 Part Hold and Return

Please immediately stop using and return all **4356923 and 4390913** defrost heater service kits to the parts distributor where they were purchased (*if the part was purchased through one of Whirlpool's Regional Parts Distribution Centers (RPDCs), please return the parts to the distributor that took over the RPDC's stock*).

Please note: some suppliers will cross out the original part number stamped on the box and hand write the newest part number. This makes it imperative that you look at the original part number stamped on the box to determine if the parts are affected.

Additionally, we are asking for your help in locating consumers who have been serviced with the affected part numbers. For your convenience, we have developed a spreadsheet that you may use to enter consumer data. The spreadsheet has been posted to both the **ServiceMatters.com** and **ServiceBench.com** websites. Once you have entered your consumer data, please email the spreadsheet to Whirlpool at **partner_team@whirlpool.com**. **Please provide your consumer information to us within 7 days of the receipt of this letter.**

If you have problems accessing, using or sending the spreadsheet, please contact Whirlpool Corporation's Partner Team, toll-free, at **1-866-558-2538** Monday through Friday, 8 a.m. to 5 p.m. (*local market time*).

If you have questions about this process, please contact your Field Service Representative or the Partner Team immediately. Thank you for your cooperation and prompt attention to this important matter.

Sincerely,

Matt Dawes
National Service Manager
Whirlpool Corporation

